

**Performance Measures
Fourth Judicial District**

Civil Division

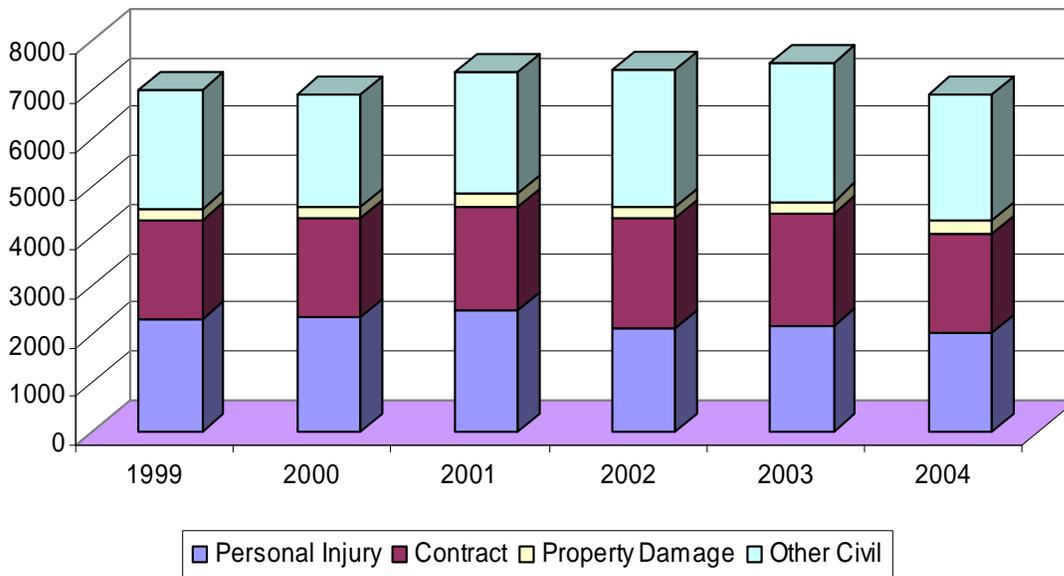




Background Information on Civil Court Filings

- ◆ Number of new filings for Major cases since 1999

New Filings for Major Civil Case Types



Major Civil case types are those cases that require a Judge and are blocked to a specific judge after filing. These cases are some of the District's most complex case types. Under the category of Personal Injury there are three case types: personal injury, malpractice, and wrongful death. Other Civil includes: Conciliation Appeal, Condemnation, Eminent Domain, Employment, Torrens, etc.) There has been a 1.7% decrease in Major Civil Cases.

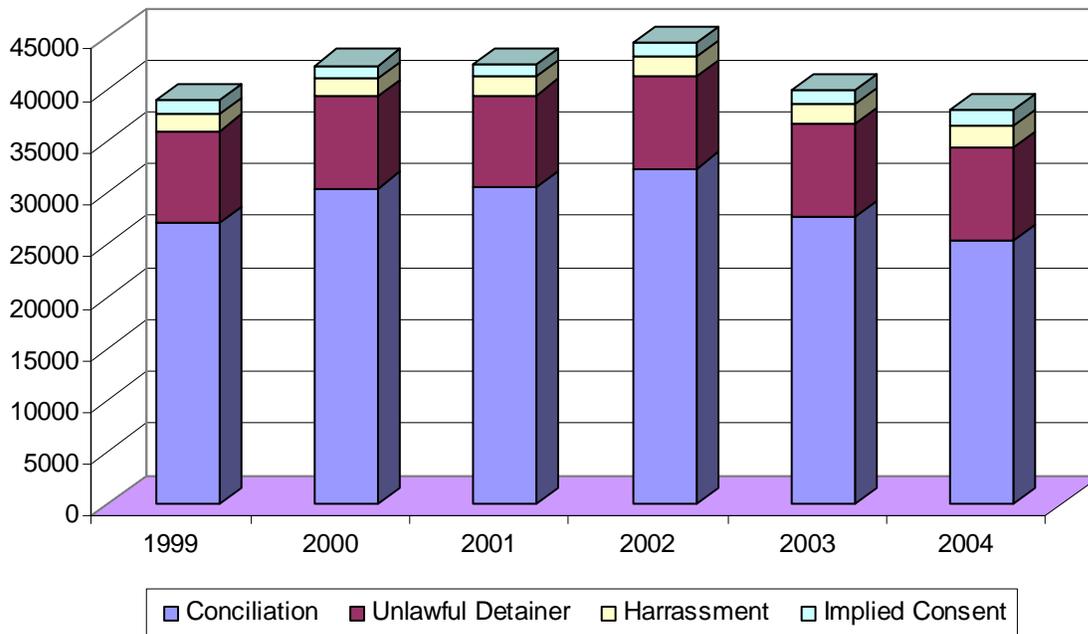
Towards the end of 2003, the legislature increased in the filing fee for new Civil cases and there has been a corresponding decrease in new cases filed.



Background Information on Civil Court Filings

◆ Number of new filings for Minor Civil cases since 1999

New Filings for Minor Civil Case Types



Minor Civil case types are those that do not require a Judge and are generally handled by our Referees in Hennepin County. Conciliation includes: Conciliation, Default Judgment, Forfeiture, Housing Court, and Transcript Judgment. There has been a 2.4% decrease in Minor Civil Cases since 1999.

Towards the end of 2003, the legislature increased in the filing fee for new Civil cases and there has been a corresponding decrease in new cases filed.

Performance Measures Fourth Judicial District



Customer— *Provide fair & equal treatment, Access to justice*

- ◆ Is the court perceived as fair to litigants and other constituents?
- ◆ Do litigants perceive they are being listened to?
- ◆ Do litigants understand the orders given by the court?
- ◆ Do litigants perceive that cases are resolved in a timely manner?

Is the court perceived as fair to litigants and other constituents?		
The mediation process was fair to both sides. Court Users in Housing Court	96%	Housing Court surveyed 137 respondents.
The mediation process was fair to both sides. Court Users in Harassment Court	80%	
Do you feel the mediator was fair to both sides? Court Users for Conciliation Court	97%	
Do litigants perceive they are being listened to?		Harassment Court surveyed 80 respondents. Conciliation Court surveyed 390 respondents.
The mediator was respectful and listened to me. Court Users in Housing Court	95%	
The mediator was respectful and listened to me. Court Users in Harassment Court	95%	
Did the mediator give you a chance to explain your case? Court Users for Conciliation Court	97%	Prior research tells us that satisfaction with the court process has more to do with fair treatment than with favorable case outcomes. In addition litigant satisfaction leads to viewing court authority as legitimate, which in turn leads to increased compliance with court orders.
Do litigants understand the orders given by the court?		
The mediator explained the process in a way I could understand. Court Users in Housing Court	97%	
The mediator explained the process in a way I could understand. Court Users in Harassment Court	98%	
Do litigants perceive that cases are resolved in a timely manner?		
There was the right amount of time for mediation. Court Users in Housing Court	92%	
There was the right amount of time for mediation. Court Users in Harassment Court	79%	
Do you feel there was the right amount of time for mediation? Court Users for Conciliation Court	90%	

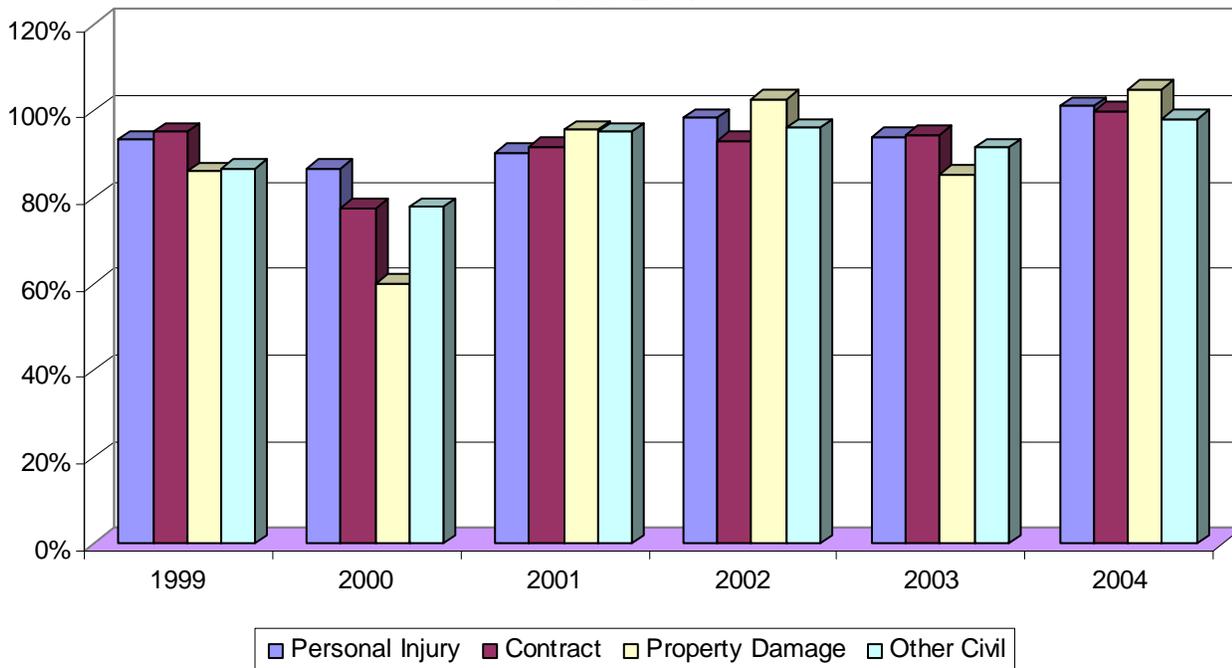
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Process - Fair & timely case processing, Effective & efficient case processing

◆ Clearance rates for Major Civil cases

**Clearance Rates for Major Civil Cases:
1999- 2004**

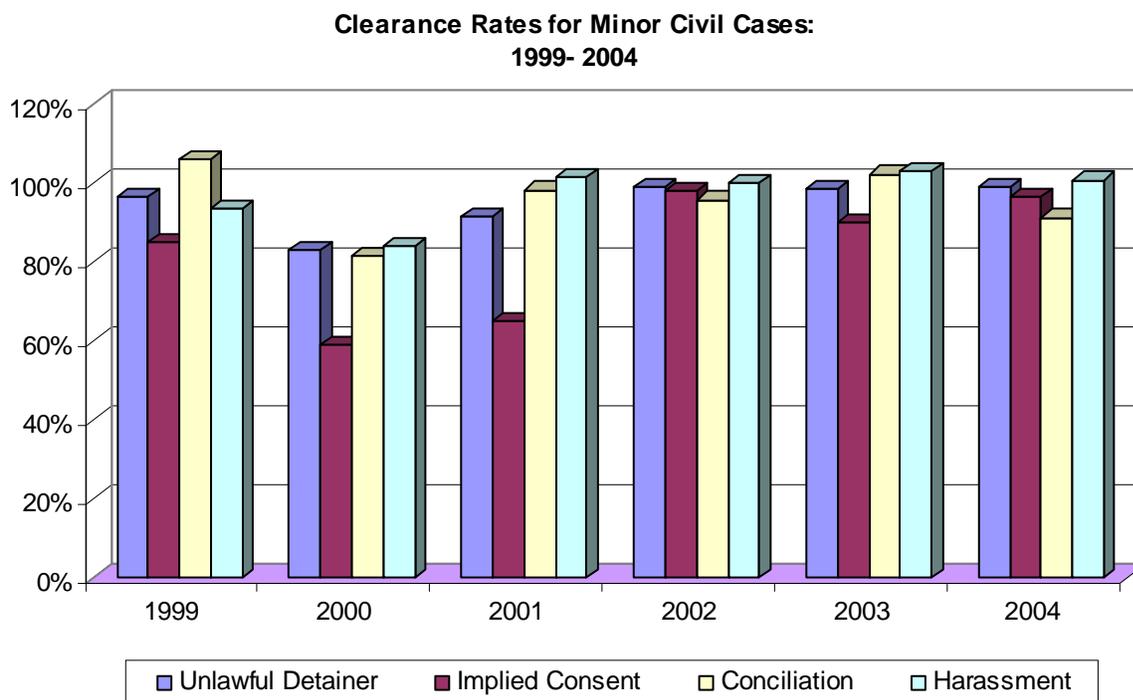


Clearance Rates are calculated by dividing the number of cases disposed by the number of new cases. Any amount over 100% means that the court is handling all the new cases and is beginning to work on pending cases as well.

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Process - Fair & timely case processing, Effective & efficient case processing

◆ Clearance rates for Minor Civil cases



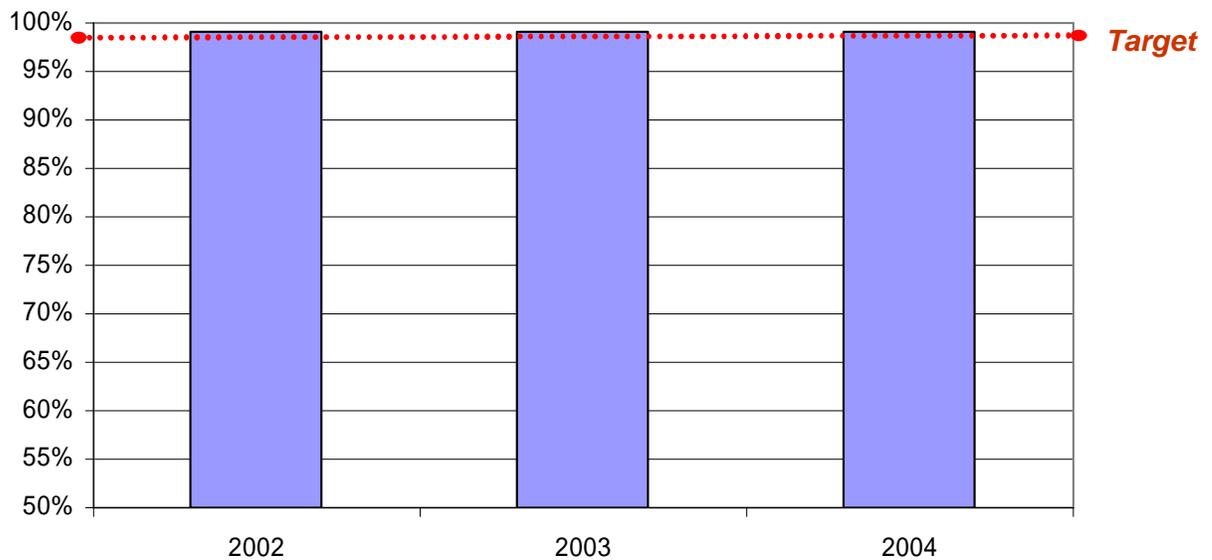
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Process - Fair & timely case processing, Effective & efficient case processing

◆ Average Age of pending cases for Civil

Age of Pending Cases for Major Civil Cases
2002- 2004



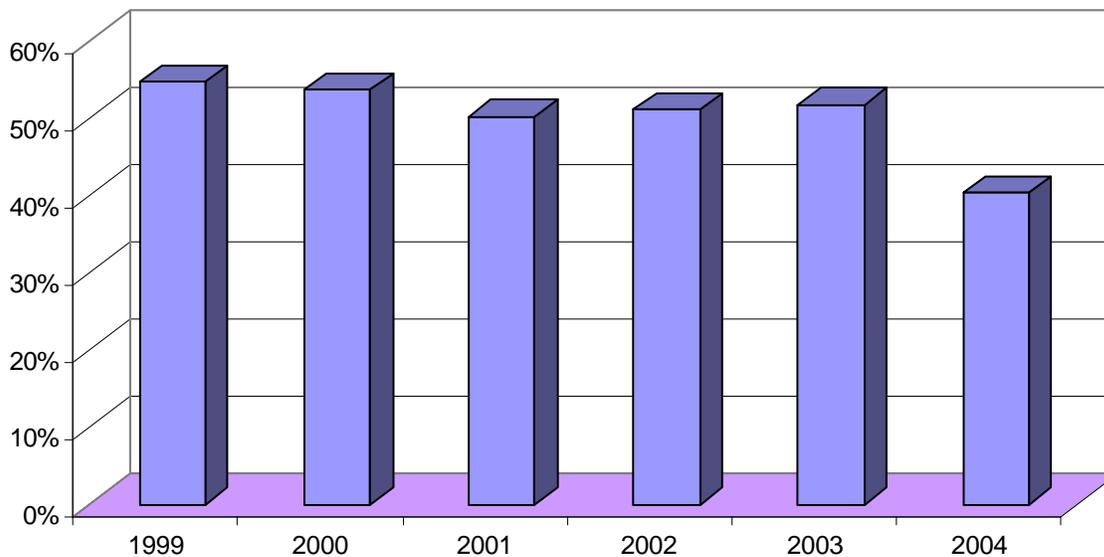
State Guidelines suggest that 99% of Major Civil pending cases should be less than 24 months old. Pending cases are those cases that have not yet been disposed.

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Process - Fair & timely case processing, Effective & efficient case processing

◆ Percent Pending for Major Civil cases

Percent Pending for Major Civil Cases:
1999-2004



The 'Percent Pending' tracks the percent of the cases that are still active at the end of each year. Since the majority of the Major Civil cases are resolved within 24 months, about 1/2 of the them will be pending at the end of each year. There has been a 1.6% decrease in the percent of cases that are pending at the end of the year.

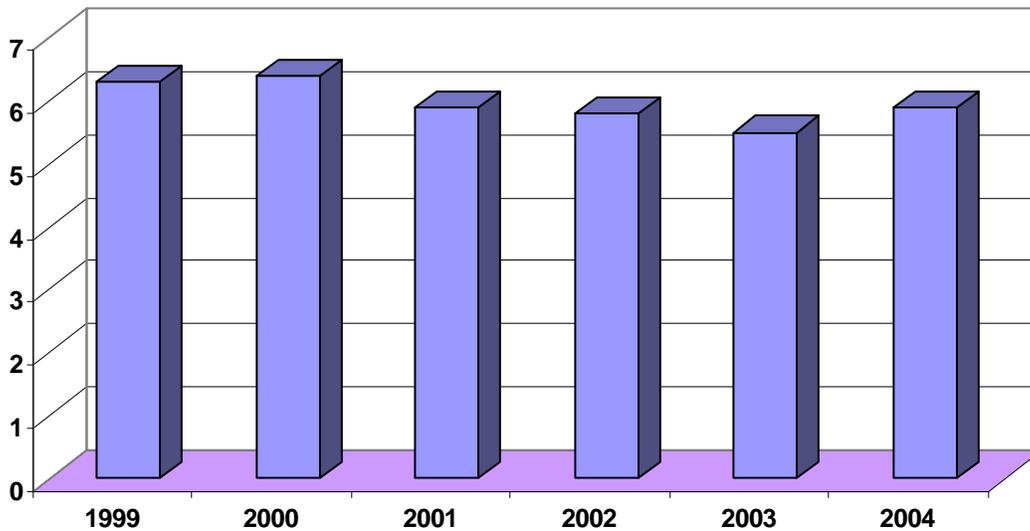
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Process - Fair & timely case processing, Effective & efficient case processing

◆ Average Age of Disposed Major Civil Cases

Average Age of Disposed Major Civil Cases in Months:
1999- 2004



Knowing the average age of cases that have been resolved helps courts plan for different types of calendars. There has been a 8% decrease in the length of time (in months) that it takes to resolve Major Civil cases.

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Process - Fair & timely case processing, Effective & efficient case processing

- ◆ **Average Number of Appearances Necessary to Resolve Major Civil Cases**
- ◆ Not available at this time